



TO: One-Stop Program Directors and Managers

FROM: Betsy Bedwell, Deputy Commissioner  
Field Operations

DATE: November 20, 2003

SUBJ: DWD Commissioner's Directive 2003-19  
PY'02 Wagner-Peyser/Unemployment Insurance Incentive  
Awards and Access Procedures

RE: Wagner-Peyser 7B and Unemployment Insurance Funding

Joseph E. Kernan, Governor  
Alan D. Degner, Commissioner

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**Purpose:**

The purpose of this communication is to announce Wagner-Peyser and Unemployment Insurance incentive awards to state merit staff in workforce service areas (WSAs) for PY'02 WSA performance, and to establish procedures for accessing these awards.

**Rescissions:**

None.

**Background:**

Incentive dollars are available this program year for state merit staff in WSAs who met or exceeded Wagner-Peyser and Unemployment Insurance performance standards set forth last program year.

**Content:**

DWD Commissioner's Directive #2002-13, "PY'02 Local Performance Levels and Incentive Awards Policy," dated March 7, 2003, described the state's strategy for distributing incentive funds using WIA, Wagner-Peyser and Unemployment Insurance incentive funds. In that policy, half of the Wagner-Peyser 7b incentive funds and all of the Unemployment Insurance incentive funds were earmarked for rewarding success on meeting Wagner-Peyser, Unemployment Insurance and customer satisfaction goals. This communication deals with those awards, which totals \$60,000.

DWD Commissioner's Directive #2002-11, "PY'02 Wagner-Peyser/Unemployment Insurance Local Performance Measures and Incentive Awards," dated February 20, 2003, provided the foundation for specifically evaluating Wagner-Peyser and Unemployment Insurance success in PY'02. In that policy, the following distribution strategy was announced:

(h)alf of the amount to be distributed will be equally divided among WSAs who met both PY'02 Wagner-Peyser/UI customer satisfaction goals as well as at least four of the five other local usage and service performance goals (three Wagner-Peyser and two Unemployment Insurance measures).

The remaining half will be distributed to those who have not only met the criteria above, but also exceeded one or more of their five usage and service standards by 5% (the estimated target for the ensuing year's performance)....This share of the award will be equally distributed based upon the number of standards exceeded.

Ten WSAs met at least 4 of 5 goals established for their area. They are identified in the attached tables. As the purpose of the incentive awards is to reward field staff for accomplishing/exceeding goals, the incentive award dollars will be directed toward morale-linked projects which are reasonable and necessary for operation of programs.

Below are examples of how the incentive awards may be used:

- o procurement of training such as contracting for computer courses for staff,
- o purchase of certain types of appropriate decorations for the office,
- o addition of hourly staff during periods of peak activity and for major projects,
- o attendance of staff at work-related conferences, and
- o addition of automated equipment.

This list is **not** all inclusive and managers and program directors are to consult with staff to determine use of the awards that best meets their needs and those of the customers.

Examples of how the awards may **not** be used are:

- o rent or leases that will be a continuing obligation,
- o bonuses or other payment to staff (payment or payment in kind),
- o awards banquets, parties, etc., or
- o salaries of permanent employees.

Managers and program directors will prepare a plan to spend the award. For each item in the plan include the following:

- o a description,
- o justification, and
- o approximate cost of each item.

A portion of the funds may be reserved in the plans for contingent spending such as money to hire hourly employees for a recruiting project.

Submit the completed plan to Carol Baker, Director of Implementation, for review and approval. Once the plan is approved, the items included can be procured using regular DWD procurement procedures.

**Effective Date:**

Immediately.

**Ending Date:**

This award will be available for use through June 30, 2004.

**Action:**

Follow the procedures outlined in this communication. Submit the plan to Carol Baker, Director of Implementation, by December 12, 2003.

If you have any questions about appropriate expenditures of incentive awards, contact Carol Baker at 317/232-4259. If you have any questions about procurement, contact Barb Giuliano at 317/232-7471.

Attachments

cc: WIB Chairs  
WIB Directors

## Final PY'02 Wagner-Peyser Performance

WSA		EMPLOYERS SERVED				JOB ORDERS				SECURED EMPLOYMENT				HI CITIZEN SATISFACTION		HI EMPLOYER SATISFACTION	
		Actual	Target	Met	+5%	Actual	Target	Met	+5%	Actual	Target	Met	+5%	Actual	Met	Actual	Met
Northwest	1	748	1,032	N	N	2,212	2,408	N	N	5,076	5,933	N	N	61.7	Y	75.6	Y
Kankakee Valley	2	649	592	Y	Y	1,457	1,380	Y	Y	4,338	3,401	Y	Y	65.9	Y	69.5	Y
Northern	3	912	903	Y	N	2,248	2,107	Y	Y	8,229	5,191	Y	Y	66.9	Y	70.1	Y
Northeast	5	1,491	1,308	Y	Y	3,539	3,052	Y	Y	9,551	7,520	Y	Y	64.8	Y	71.5	Y
Tecumseh Area	6	562	534	Y	Y	1,582	1,247	Y	Y	3,346	3,073	Y	Y	80.2	Y	73.5	Y
North Central	7	597	541	Y	Y	1,367	1,262	Y	Y	3,085	3,109	N	N	68.6	Y	74.3	Y
Madison/Grant	8	483	611	N	N	1,197	1,424	N	N	6,523	3,510	Y	Y	65.1	Y	77.3	Y
East Central	9	617	791	N	N	1,649	1,846	N	N	5,374	4,548	Y	Y	61.7	Y	84.2	Y
Western	10	458	410	Y	Y	1,299	956	Y	Y	3,532	2,355	Y	Y	68.9	Y	75.0	Y
Circle Seven	11	535	632	N	N	1,612	1,475	Y	Y	3,434	3,636	N	N	70.6	Y	63.5	Y
Marion County	12	899	1,224	N	N	3,221	2,857	Y	Y	12,345	7,041	Y	Y	66.5	Y	60.4	Y
Southeast	13	648	653	N	N	1,808	1,523	Y	Y	4,677	3,755	Y	Y	69.1	Y	73.1	Y
Shawnee Trace	14	876	727	Y	Y	2,628	1,698	Y	Y	8,636	4,184	Y	Y	77.0	Y	82.3	Y
South Central	15	629	503	Y	Y	1,772	1,175	Y	Y	4,518	2,896	Y	Y	60.5	Y	71.4	Y
Southwest	16	578	573	Y	N	1,692	1,336	Y	Y	7,074	3,293	Y	Y	66.2	Y	73.2	Y
Southern Seven	17	632	966	N	N	2,056	2,254	N	N	5,014	5,555	N	N	60.3	Y	71.7	Y
Statewide Undup.		10,997	12,000	N	N	31,348	28,000	Y	Y	94,105	69,000	Y	Y	67.2	Y	73.2	Y

CITIZENS SERVED			
	Actual	Target	Met
Statewide	488,321	345,000	Y

## Final PY'02 Unemployment Insurance Performance

WSA	FIRST PAYMENT TIME LAPSE			CONTINUED PAYMENT TIME LAPSE		
	Actual	Met	Exceeded	Actual	Met	Exceeded
Northwest	84.72	N	N	83.85	N	N
Kankakee Valley	91.04	Y	Y	87.74	Y	N
Northern	73.83	N	N	84.17	N	N
Northeast	89.91	Y	N	84.18	N	N
Tecumseh Area	93.75	Y	Y	90.71	Y	Y
North Central	89.14	Y	N	90.60	Y	Y
Madison/Grant	91.79	Y	Y	91.43	Y	Y
East Central	92.79	Y	Y	91.73	Y	Y
Western	91.09	Y	Y	87.93	Y	N
Circle Seven	91.10	Y	Y	89.61	Y	N
Marion County	87.06	Y	N	87.65	Y	N
Southeast	89.94	Y	N	90.00	Y	Y
Shawnee Trace	93.90	Y	Y	90.24	Y	Y
South Central	87.62	Y	N	88.10	Y	N
Southwest	88.64	Y	N	88.58	Y	N
Southern Seven	89.60	Y	N	86.40	N	N
State Totals	87.45	Y	N	87.54	Y	N

## Awards for PY'02

### Wagner-Peyser / Unemployment Insurance Performance

WSA	Met 4 of 5	Meeting Share	# Exceeded	Exceeding Share	Total Award
Northwest	N	-0-	N/A	-0-	-0-
Kankakee Valley	Y	3,000	4	3,529	\$6,529
Northern	N	-0-	N/A	-0-	-0-
Northeast	Y	3,000	3	2,647	\$5,647
Tecumseh Area	Y	3,000	5	4,412	\$7,412
North Central	Y	3,000	3	2,647	\$5,647
Madison/Grant	N	-0-	N/A	-0-	-0-
East Central	N	-0-	N/A	-0-	-0-
Western	Y	3,000	4	3,529	\$6,529
Circle Seven	N	-0-	N/A	-0-	-0-
Marion County	Y	3,000	2	1,765	\$4,765
Southeast	Y	3,000	3	2,647	\$5,647
Shawnee Trace	Y	3,000	5	4,412	\$7,412
South Central	Y	3,000	3	2,647	\$5,647
Southwest	Y	3,000	2	1,765	\$4,765
Southern Seven	N	-0-	N/A	-0-	-0-
<b>Totals</b>	10 of 16	\$30,000	34	\$30,000	\$60,000